

VISITOR TRANSPORTATION SYSTEM SURVEY RESULTS

VTS ID: 30

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Name of the NPS Unit:	Glacier Bay National Park and Preserve			VTS Group:	Water
Name of VTS:	Glacier Bay Day Tour- Spirit of Adventure			NPS Region:	Alaska
Respondent's Name:	Dave Nemeth			Annual Visitors:	304,374
Respondent's Title:	Concessions Specialist				
Respondent's Phone:	(907) 697-2230	Fax:	(907) 697-2654	E-mail:	david_nemeth@nps.gov

Section 1: How is the VTS Service Provided?

1.1 In what year VTS service first provided?	1966	1.6a Contract Term (years):	15
1.2 Who currently manages the VTS service?	Concessioner	1.6b Contract Start Date:	1/1/86
1.3 Who currently operates VTS service?	Concessioner	1.6c Contract End Date:	12/31/01
1.5a Concessioner Name:	Glacier Bay Park Concessions, Inc.		
1.5b Concessioner Address:	520 Pike Street Suite 1400 Seattle, WA. 98101		
1.5c Concessioner Telephone:	(206) 623-7110		

Section 2: What Kind of VTS Service is Provided and what is the Frequency and Performance of the VTS?

2.1 What type of vehicles are used to operate the VTS Service? Tour Boat

2.2 Does the VTS service always operate along a fixed or consistent route or routes? Yes

2.3 What are the names, round trip mileage, trips per day, % peak season trips in which vehicles are (1) filled to capacity, (2) beyond capacity and riders are left behind, and (3) operate on time (within 5 minutes of scheduled time)? (See Table B for service frequency per day of the week).

Route	Route Mileage	Peak Season Trips per Day	Off Peak Season Trips per Day	Percent Capacity Trips	Percent Refused Trips	Percent Ontime Trips
Tour Boat	160	1	1	1	0	

2.4 If not a fixed route, How is the path of the VTS route determined?

2.5 Times per season that VTS service failed to operate due to an equipment shortage? 1

2.6 Times per season that VTS service failed to operate due to an operator shortage? 0

Section 3: What is the Purpose of the VTS Service?

3.1 Is the VTS the sole means of public access into the park or park unit? No

3.2 Rate each of the following attributes as to their degree of relevance to the VTS Service:

Visitor Enhancement Rating:	High	Cost Effectiveness Rating:	High
Resource Protection Rating:	Medium	Sustainability Rating:	Medium

3.3 What is the primary purpose of VTS? Visitor Enhancement

Section 4: When Does the VTS Service Operate?

4.1 Is the service year around? No

Current Year Start Date: 5/5/96

Current Year End Date: 9/21/96

Next Year Start Date: 5/18/97

Next Year End Date: 9/21/97

4.2 Peak Demand Start Date: 6/16/96

Peak Demand End Date: 8/19/96

Low Demand Start Date: 5/15/96

Low Demand End Date: 9/21/96

Section 5: How Does the VTS Service Operate?

5.1 Does the VTS Operate on a fixed schedule? Yes

If No, Describe How Trips are Determined:

5.2 Is Schedule Adjusted Weekly? No

5.3 Is Schedule Adjusted Daily? No

5.4 Is Schedule Provided to Operators? Yes

5.5 Is Schedule Available to Visitors? Yes

Section 6: What is the VTS Rolling Stock?

6.1 Who provides the vehicle/vessel equipment? Contractor/Concessioner

6.2 Total Fleet Size: 2

6.3 Number of vehicles or vessels operated in service at a single time? 1

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6.4 Do any vehicles employ alternative fuels?

No

Alternative Fuel Type:

Equipment Number	Maker of Vehicle or Vessel	Model	Registry (Vessels)	Year	Annual Mileage	Fuel	Owner	Condition (See Note)
1	Nichols		OND684714	1985			GBPCI	2

Note: Condition = 1 (Excellent) to 5 (Very Poor)

Section 7: What Facilities Does the VTS Use?

7.1 Is there an inventory of VTS facilities?

Yes

7.2 Who owns the VTS facilities?

Wholly Owned by NPS

Facility Name	Year Built	Ownership	Maintenance	Condition (See Note)
Bartlett Cove Dock		NPS	NPS	4

Note: Condition = 1 (Excellent) to 5 (Very Poor)

Section 8: Who Uses the VTS Services?

8.1 Are passenger counts kept regularly?

Yes

If so, how often are the counts made?

Daily

8.2 Please provide the average daily number of passenger boardings

Fiscal Year	Peak Season Daily Boardings	Off Peak Season Daily Boardings	Annual Boardings
FY 1996	144	62	11500
FY 1995	151	58	10750
FY 1994	150	50	9145
FY 1993	150	50	9807
FY 1992	150	50	11425

Section 10: How Much Is Charged for Using the VTS Service?

10.1 Is a Fare charged to use the VTS Service?

Yes

10.2 Does Fare vary according to Season, day of week or time of year?

No

10.3 Does Fare Vary between adults and children?

Yes

10.4 Please Provide Fares for the VTS System

	Peak Season				Off Season			
	Peak Day		Off Peak Day		Peak Day		Off Peak Day	
	Adults	Children	Adults	Children	Adults	Children	Adults	Children
Tour Boat	\$150.50	\$75.25	\$150.50	\$75.25				

Section 11: What are the Revenue and Operating Costs for the VTS Service?

11.2 Does NPS financially support the VTS in any way?

No

11.3 Does NPS or Treasury receive payment from VTS Contractor/Concessioner?

Yes

11.3 Basis for Payments Received:

Percent of Gross Revenues

Percent of Gross Revenues:

6.80 %

11.3 Other Basis for Payments Received:

11.4 Does VTS receive funds from sources other than NPS?

No

Please provide Operating Revenue, Cost, Funding Sources:

Revenue/Cost	FY 1996	FY 1995	FY 1994	FY 1993	FY1992
Fare Revenue	\$1,125,000.00	\$1,010,000.00	\$0.00	\$0.00	\$0.00
Operating Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Concessioner Fees	\$38,250.00	\$34,340.00	\$0.00	\$0.00	\$0.00
NPS Support for VTS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Payments to NPS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Survey responses printed in boxes. Blank boxes indicate no response.

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Other Revenue Sources	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
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Section 12: What are the VTS Liability and Safety Programs?

Collision Coverage:		Collision Premium:	
Comprehensive Coverage:	\$2,100,000.00	Comprehensive Premium:	
Property Coverage:		Property Premium:	
Public Liability Coverage:	\$5,000,000.00	Public Liability Premium:	
Medical Coverage:		Medical Premium:	
Other Insurance:		Other Premium:	
		Total Premium:	

12.2 Who pays Insurance?	Concessioner	12.5 Who conducts substance abuse screening?	Private Lab
12.3 Who pays Operator Ins.?	Concessioner	12.6 Who conducts safety training program?	Concessioner
12.4 Who pays special license?	Concessioner	12.7 Who maintains substance abuse program?	Concessioner / Private Lab
12.4 Who screens operator history?	Human Resources	Who regulates VTS vessels and crews?	US Coast Guard
		12.8 Number of injury claims in past 5 yrs?	0

Section 13: What are the VTS Maintenance Procedures?

13.1 Is there a written Maintenance Program?	Yes
13.2 Are there written Hazmat Program procedures?	Yes
13.3 Is there a written Maintenance Training Program?	Yes
13.4 Is there a written Safety Program for VTS maintainers?	Yes
13.5 Is AC Brake Certification required?	No
13.6 Are federal (e.g., OSHA) Records Maintained?	Yes
13.7 What is the number of Shopped Vehicles per day on a typical peak visitor season?	0
13.8 What is the number of preventable maintenance road calls made during FY 1996?	0

Section 14: What Future Plans are there for VTS Service

Planned Mods:	No
Plan Reports:	No